

LEGAL OFFICE ADMINISTRATOR I

DEPARTMENTAL PROMOTIONAL SPOT – San Diego, Los Angeles



State of California
**DEPARTMENT
OF JUSTICE**
P.O. Box 944255
Sacramento, CA 94244-2550

CALIFORNIA STATE GOVERNMENT • AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FINAL FILING DATE **March 8, 2013-** Examination Applications (Form STD. 678) must be **POSTMARKED (U.S. MAIL)** no later than the final filing date. Applications must have an original signature. Applications postmarked, personally delivered, faxed or received via interoffice mail after the final filing date will not be accepted for any reason.

WHO CAN APPLY

Persons who meet the minimum qualifications by the final filing date as stated on this bulletin. Applicants must have a permanent civil service appointment with the Department of Justice as of the final filing date. Employees who have a limited-term appointment in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in departmental promotional examinations in the department. Other employees who meet the following criteria may also apply: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990; **OR** 2) an exempt employee meeting the criteria defined in GC Section 18992 **OR** 3) Persons who are retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.

NOTE: Applicants who qualify under #3 must submit a copy of Form DD214 along with their Standard State Application (STD. 678)

HOW TO APPLY

Examination Application Forms (STD. 678) may be downloaded from the California Department of Human Resources website at (www.jobs.ca.gov). Applications must be mailed to or filed in person with:

Mailing Address:

Department of Justice
Testing and Selection Unit
P.O. Box 944255
Sacramento, CA 94244-2550

File in Person:

Department of Justice
Testing and Selection Unit
1300 "I" Street, 7th Floor
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES, ONLINE, VIA INTER-AGENCY MAIL OR FAX.

SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "Examination Application". You will be notified in writing to determine what assistance can be provided.

SALARY RANGE

\$4245 - \$5161

The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Justice. The list will be abolished **12** months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Positions exist with Department of Justice in San Diego and Los Angeles only.

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**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

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**MINIMUM
QUALIFICATIONS**

Either I

One year of experience in the California State service performing the duties of a Legal Support Supervisor II.

Or II

Two years of experience in the California State service performing the duties of a Legal Support Supervisor I.

Or III

Four years of experience supervising a large legal clerical and secretarial staff. This experience must include at least one year with administrative responsibility for planning, organizing and coordinating the work; establishing procedures; selecting, training, and evaluating personnel; and employee relations. (Experience in California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Legal Support Supervisor I.)

DEFINITION OF TERMS

The words “**performing duties of**”...”**or experience in the class of**” means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), limited term, or approved out-of-class assignment to the class.)

**POSITION
DESCRIPTION**

The Legal Office Administrators I have charge of large legal clerical support operations and provide the full range of staff and administrative support to the office, attorneys and program managers. Typically, the Legal Office Administrator I will have only one level of subordinate supervisors on the Legal Support Supervisor series.

**EXAMINATION
INFORMATION**

The examination will consist of a Qualifications Appraisal Interview (QAP). In order to obtain a position on the eligible list, a minimum rating of 70.00% must be obtained. Competitors who do not appear for the QAP will be disqualified.

QUALIFICATIONS APPRAISAL INTERVIEW ---- WEIGHTED 100%

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examination will be on measuring competitively, relative to job demands, each competitor's:

Knowledge of:

1. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group such as that a positive, cooperative, and professional work environment results.
2. Effective time management techniques to provide for efficient prioritization and completion of work assignments for self and subordinate staff.
3. Cultural differences of a diverse subordinate staff to ensure that supervisory decisions and expectations related to staff interaction, work task completion, assignment of work, and general oversight activities take into consideration the needs of each staff member individually and collectively.
4. Effective supervisory principles, practices, and techniques to appropriately and effectively plan, oversee, and direct the work activities of subordinate staff.
5. Equal employment opportunity regulations and objective to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.

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EXAMINATION
INFORMATION (cont.)

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- Skills to:**
1. Effectively and appropriately deal with frustrated, angry, or otherwise emotional individuals over the telephone and in person.
 2. Implement methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
 3. Handle and resolve conflicts, confrontations, and disagreements in a positive, constructive manner to minimize negative personal impact.
 4. Counsel and guide employees regarding performance expectations, task completion, and overall performance issues.
 5. Efficiently manage workload and assignments meeting overall objectives and specific deadlines.
 6. Listen to others to facilitate an open exchange of ideas and provide for effective two-way communication.
 7. Introduce changes in the work unit in a positive manner in an effort to generate support for the changes to minimize impact or perceived impact on staff.
 8. Plan and design methods and means of monitoring and improving employee performance to ensure and enhance employee productivity and the equitable distribution of work.
 9. Communicate effectively in stressful situations.

SPECIAL PERSONAL
CHARACTERISTICS

Demonstrated capacity for assuming increasing responsibility, organizing, open-mindedness, and tact.

ADDITIONAL
REQUIREMENTS

Education equivalent to completion of the twelfth grade.

VETERANS
PREFERENCE CREDITS/
CAREER CREDITS

Veteran's preference credits or Career credits **will not** be granted in this examination.

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GENERAL INFORMATION

The Department of Justice reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the Candidate's Responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Justice, (916) 324-5039, TDD (916) 952-8396 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Justice Offices (www.ag.ca.gov) California Department of Human Resources website at (www.jobs.ca.gov) and local Offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub divisional promotional, 2) departmental promotional, 3) multi departmental promotional, 4) service wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)

1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

DEPARTMENT OF JUSTICE
TESTING AND SELECTION UNIT
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SACRAMENTO, CA 94244-2550
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